

Aboujaoude 2002-0278

IN THE CLAIMS:

1. *(currently amended)* An online service ordering process for implementing the provisioning of telecommunication services directly between a customer and a telecommunication service provider, the process comprising the steps of:
 - receiving a request from a customer via a data network, at an integrated order manager platform, to access the telecommunications service ordering process;
 - transmitting to the customer, via the data network, a web page requesting customer identification information;
 - receiving customer identification information at the integrated order manager;
 - retrieving and verifying customer identification information at the integrated order manager;
 - transmitting an initial service request web page to the verified customer, the web page including customer-specific information associated with the retrieved customer identification information; and
 - interacting, ~~via additional web pages,~~ with the verified customer through the presentation of subsequent customer-controlled web pages, permitting customer-provided data entry, to complete the requested service order.
2. *(original)* The online service ordering process as defined in claim 1 wherein the customer is an internal telecommunications service provider sales representative.
3. *(original)* The online service ordering process as defined in claim 1 wherein the customer is an external consumer customer.
4. *(original)* The online service ordering process as defined in claim 1 wherein the customer is a contract negotiator.
5. *(currently amended)* The online service ordering process as defined in claim 1 wherein during the step of interacting with the verified customer, the subsequent customer-

Aboujaoude 2002-0278

controlled web pages ~~associated with performing the order process including~~ include drop-down menus of service options for permitting customer-provided data entry.

6. *(currently amended)* The online service ordering process as defined in claim 1 wherein during the step of interacting with the verified customer, at least one web page associated with performing the order process includes a dialog box permitting customer-provided data entry, including the customer to enter specialized information.

7. *(original)* The online service ordering process as defined in claim 1 wherein the process is used in the provisioning of data/IP service.

8. *(original)* The online service ordering process as defined in claim 1 wherein the process is used in the provisioning of access service.

9. *(original)* The online service ordering process as defined in claim 1 wherein the process is used in the provisioning of voice services.

10. *(original)* The online service ordering process as defined in claim 1 wherein the process is used in the provisioning of long distance service

11. *(original)* The online service ordering process as defined in claim 1 wherein the process is used in the provisioning of local service.